

**RESOLUTION NO. RS2018-1002** (GILMORE) – This resolution would approve a service enterprise initiative agreement between the Metro Board of Health and the Best Friends Animal Society (BFAS) to provide training and consulting for Service Enterprise Certification application to animal welfare organizations who are members of the Best Friends Network (“the program”).

This would require three main responsibilities of the Board of Health through Metro Animal Care and Control (MACC). These are as follows:

- A. Specific Obligations - MACC would agree to fully participate in and complete the training for the program. MACC would develop a team to lead the Service Enterprise transformation by participating in all training and coaching sessions, complete assignments in between training sessions, develop and implement an action plan for Service Enterprise transformation, develop a certification portfolio, and apply for Service Enterprise Certification.
- B. Reporting Requirements - MACC would fulfill all reporting requirements, including monthly reporting in Shelter Animals Count and annual statistics reports as requested.
- C. Program Branding Terms and Promotion - MACC would cooperate with BFAS regarding the promotion of the program. BFAS would have the right to issue reports or statements to its members, the media, and the public about MACC and the program. BFAS would also have the right to photograph, video, and audio record any of MACC's programs or events for identification purposes, to promote or report about BFAS events, activities, and mission, to raise donations, or for other purposes.

The agreement and forms must be returned to BFAS no later than January 20, 2018. The term of the program would be for a period of fifteen (15) months. BFAS would retain the right to immediately terminate this agreement.